

Pipeline

to a Safe, Reliable Tomorrow

Columbia Gas[®]
of Ohio
A NiSource Company

Twin Lakes, Parma Gas Pipeline Replacement Project

Project Overview and Frequently Asked Questions

Columbia Gas will be replacing the natural gas pipeline system in your neighborhood this autumn. This important project will replace an aging pipeline system with a new pipeline that will provide safe, reliable service to you for many years to come.

To provide you with this new pipeline, Columbia Gas will need to conduct the following work:

- **REPLACE the main gas pipeline** that runs underneath your street or alley.
- **REPLACE your service line** that connects the main pipeline to the meter that serves your home or business.
- **RELOCATE your gas meter outside** the home if it's not already outside.

We realize that a project of this scope often raises a lot of questions, and we're committed to answering all of them. Below are answers to questions that we know you will have. We're also including ways for you to get up-to-date information about this important replacement project in person, on the phone, or online.

Frequently Asked Questions

When will this project start?

This project is expected to begin in early September 2010 and is scheduled to be completed by the end of 2010. We will contact you before the work directly impacting you begins and you will receive updates throughout the construction.

How long will it take?

We anticipate that work on your property will be completed in one day, however, the project will last several months as we replace more than 13,000 feet of pipe in your neighborhood at a cost of approximately \$1.7 million. About 370 customers will be impacted. There may be some temporary disruptions in traffic, but no closures are anticipated.

Will I have to pay for this replacement?

The cost of building, maintaining and replacing the pipeline system is shared by all customers and is part of the monthly bill you pay. You won't have to pay specifically for this improvement to your neighborhood.

Why do you need to move my meter?

Having an outdoor meter eliminates the need for us to enter your home to read your meter and eliminates the risk of shut-off due to access issues. This will be a convenience to our customers.

Will you need to dig in my yard—and if so, who's going to fix it?

Because all natural gas pipelines are buried, some digging will be necessary. We pledge to do as little digging as necessary and we will restore your landscaping. Please be aware that restoration of yards and landscaping may not be completed fully until Spring 2011, depending upon weather conditions. Initial restoration, such as levelling of surfaces, will be completed as the project progresses, while re-seeding and planting will occur in the Spring.

How can I get answers to my specific questions?

You can ask the Columbia Gas representative who will be in your neighborhood, call our customer service center at 800-344-4077, or visit us online at ColumbiaGasOhio.com to access a list of questions and answers about this replacement project.

—OVER FOR MORE DETAILS—

Twin Lakes, Parma Gas Pipeline System Replacement Project

Below is a map of the area where we will be working.

We know you will have many questions and we intend to answer all of them. A Columbia Gas representative will be on-site throughout the project to answer your questions, or you can call 800-344-4077.



Work will be done on these streets.

- Pearl Road
- Chestnut Hills Drive
- Thornton Road
- Bremen Avenue
- Dorothy Avenue
- Snow Road
- Bavaria Avenue
- Twin Lakes Drive
- Dresden Avenue
- Westminster Drive



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For more information visit ColumbiaGasOhio.com